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The User Experience Center at Bentley University provides consulting services to corporate clients worldwide. Bill Albert, the Director of the center, heads up a team of full-time UX professionals conducting a wide variety of user research, including quantitative benchmarking, unmoderated testing, eye tracking, and usability testing.

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Then, we 'Il focus on three key types of metrics for user experience, how to track them, and how to integrate them into an organization 's measurement framework. The Signal Problem The data that is available from off-the-shelf analytics, A/B tests, and even follow-up surveys does not always result in insights that inform the user experience.

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